

<b>Notice of References Cited</b>	Application/Control No. 08/901,692	Applicant(s)/Patent Under Reexamination KAMAKURA ET AL.	
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**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
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	C	US-			
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**NON-PATENT DOCUMENTS**

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	U	Anonymous, "Customer service: How Much is Enough?", ProQuest, Distribution v87n5, PP: 32-44, May 1988.
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\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
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